



COUNTY OF LOS ANGELES

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April 1, 2003

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**JOINT RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER, CHIEF INFORMATION OFFICER, AND THE DIRECTOR OF PUBLIC WORKS FOR THE BOARD TO APPROVE THE AMENDMENT AND AUTHORIZE FUNDING FOR THE EXPANSION OF THE ELECTRONIC DEVELOPMENT AND PERMIT TRACKING SYSTEM AGREEMENT TO REGIONAL PLANNING, FIRE, AND DEPARTMENT OF HEALTH SERVICES' OFFICE OF ENVIRONMENTAL HEALTH.
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of funding from the Information Technology Fund (ITF), in the amount of \$3,600,000 to support the expansion of the Department of Public Works' (DPW) Electronic Development and Permit Tracking System (eDAPTS), to the Department of Regional Planning (DRP), Fire Department (Fire) and Department of Health Services' Office of Environmental Health (OEH).
2. Approve the amendment to the agreement with Accela, Inc. that will add the licensing, business process review, and implementation services for a uniform enterprise development, permitting and inspection tracking system that also meets the business requirements of the DPW as well as the permit and inspection business needs of DRP, Fire and OEH.
3. Instruct the Chair to sign the amendment.

PURPOSE OF RECOMMENDED ACTION

This action will allow the Chief Information Officer (CIO) to allocate designated ITF funds for the enhancement of the existing eDAPTS project. It is recommended that your Board approve \$3,600,000 for the amendment to DPW's eDAPTS agreement with Accela, Inc. to fund licensing and implementation services for the Accela development, permitting and inspection solution for DRP, Fire, and OEH and the anticipated one time costs for DPW to administer the application. In addition, this action will authorize the Chair to sign the amendment to the Board-approved eDAPTS agreement with Accela. The expansion project for DRP, Fire, and OEH is scheduled for completion by July 2005.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goals for Service Delivery, Organizational Effectiveness and Community Services. It addresses the following Goals:

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| Goal No 1 | Service Excellence - Provide the public with easy access to quality information and services that are both beneficial and responsive. |
| Goal No 3: | Organizational Effectiveness – Ensure that service delivery systems are efficient, effective, and goal oriented. |
| Goal No 6 | Community Services - Improve the quality of life for the residents of Los Angeles County's unincorporated communities by offering a wide range of department coordinated services responsive to each community's specific needs. |

JUSTIFICATION

ITF will provide the funding for DRP, Fire, and OEH to purchase the software licenses and implementation services for the Accela enterprise solution for the issuance, monitoring and tracking of permits and inspections.

Early on in the eDAPTS project, the eDAPTS Steering Committee recognized the value of understanding the business processes of DRP, Fire and OEH as related to the design and implementation phase of the DPW project. Business functions of these departments were known to be integrally related to the DPW permitting process and ultimate design of the eDAPTS system. Your Board also recognized the integrated nature of the functions of the four departments when you approved the DPW contract

with Accela on June 18, 2002. At that time, you directed that prior to any departmental plan to migrate existing permitting processes to a system other than eDAPTS would require a unique business justification and approval of both the CIO and your Board.

Following your Board's approval of the eDAPTS agreement, the CIO and staff from the CAO began working with DRP, Fire and OEH to better understand their requirements and determine a way in which they could be included. Key to the reasons they were not included from the onset was the lack of available funding within each of the respective organizations. As it became clear that early participation would improve the functionality of the DPW system, it was recommended that the departments be included with funding coming from the ITF fund.

The Accela product is designed for multi-agency use for permitting and inspection tracking. DRP, Fire and OEH have other development, permitting and inspection needs as well as those that are integrated with DPW's processes. ITF funding will provide DRP, Fire and OEH with:

- Complete business process review and fit gap analysis;
- Purchase of Accela software licenses negotiated at a discounted price in the original eDAPTS contact with DPW;
- System modification and implementation services;
- Central computer hardware/software expansion and upgrades to support the expanded number of users and data storage requirements within the DPW computing environment;
- Training; and
- Handheld hardware for the field inspectors.

Implementation of Accela's product in DPW, DRP, Fire and OEH will fulfill the Board's direction pertaining to electronic government and web-enabled services. In this context the County will establish an enterprise inspection/abatement tracking system that will take advantage of the existing DPW project to develop a standard development and permit tracking system for all affected County departments.

DRP benefits include:

- Fulfills a number of action plan items included in the DRP Strategic Plan and Management Audit;
- Joint business process review/re-engineering and electronic integration of all collaborative DPW and DRP development and permit business functions;
- Replaces existing legacy development project/permit tracking system with a multi-departmental tracking system;

- Provides mitigation monitoring functions not now in existence;
- Fully integrates Geographic Information Systems data with DRP's permitting system;
- Enhances code enforcement operation through improved business processes and access to multi-departmental information;
- Provides more efficient use of technology in the field through the use of Personal Digital Assistants (PDAs) via wireless technology;
- Expands DRP's ability to provide planning, case and general information to DRP clients via the Internet;
- Promotes electronic sharing of data with other departments and agencies;
- Enhances the monitoring capabilities for program/employee performance measures;
- Improves the accuracy of inspection data and provides quicker retrieval of inspection results;
- Reduces the delay to access data from manual data entry from several weeks to next day data access; and
- Eventually will improve industry and citizen access to information about permits and enforcement activities.

Fire benefits include:

- Improves service delivery via integration of DPW, DRP, Treasurer-Tax Collector (TTC) and Fire's business processes supporting Land Development Plan Check activities;
- Replaces manual permitting, code enforcement and inspection processes;
- Enhances code enforcement operations through improved business process, access to information;
- Improves effectiveness and efficiency via handheld devices, which will allow 'on the spot' evaluation of code enforcement and inspection compliance;
- Electronic sharing of data with other departments and agencies;
- Significantly enhances internal reporting and performance management of activities supporting permitting, code enforcement and inspections;
- Improves the accuracy of inspectional data and provides quicker retrieval of inspection results;
- Reduces the delay to access data from manual data entry of several weeks to next day data access;
- Provides a web enabled tracking system for over 58 different types of permits; and
- Enhances services to contract cities and the public via web-enabled permit and inspection status reporting.

OEH benefits include:

- Electronic integration of all business functions that will be a part of the multi-departmental eDAPTS project;
- Replaces existing legacy tracking system with a multi-departmental system;
- Enhances code enforcement operation through improved business process, access to information;
- Provides more efficient use of technology in the field through the use of PDAs via wireless technology;
- Provides mitigation monitoring functions not now in existence;
- Automates the collection of Environmental Health inspectional data in food, housing, vector, water, solid waste, and recreational programs;
- Improves the accuracy of inspectional data and provides quicker retrieval of inspection results;
- Reduces the delay from manual data entry from several weeks to next day data access;
- Expands analysis capability to provide planning and general information by connecting Geographic Information System (GIS) to inspectional data;
- Eliminates the time delay of processing business applications or business changes with TTC for Public Health License and Permits;
- Improves the collection rate of annual public health licenses and permits;
- Promotes electronic sharing of data with other departments and agencies;
- Enhances the monitoring capabilities for program/employee performance measures; and
- Improves industry access by providing the ability to apply for certain public health licenses and permits on-line, and submission of plans.

FISCAL IMPACT/FINANCING

Upon approval by your Board, the ITF will fund the licensing, implementation services and hardware upgrades for DRP, Fire and OEH in the amount of \$3,600,000. The participating departments will be responsible for annual Accela maintenance costs of \$273,170 and approximately \$47,000 for their share of the DPW computer hardware/software production operating costs. Fire and OEH have indicated that they have sufficient funds in their proposed FY 03-04 budgets for the ongoing maintenance and staff resources necessary for implementation. Until the fit analysis is completed, Regional Planning is unable to determine whether they have adequate resources. If additional resources were necessary, Regional Planning would have to either identify additional funding sources or redirect resources from other budgeted activities.

Your Board has already approved the original DPW project in the amount of \$4,012,865. The expansion project for the additional three departments will cost \$6,481,530 for the remaining nine years of the project. The revised scope of the eDAPTS project will increase the total eDAPTS costs over the next ten years to \$10,394,395. The difference in the overall pricing between the DPW project and the expansion project is that DRP, Fire, and OEH will add another 1,454 named users to the DPW system. However, the cost per named user for DRP, Fire, and OEH has dropped significantly, as DPW negotiated significant discounts with Accela in the event that other Departments came onto the eDAPTS. Without those discounts the cost for the three departments would be considerably higher. Total costs for the project are:

	DPW	DRP, Fire, OEH	TOTAL
Software licenses	\$833,339	\$1,606,880	\$2,440,219
Implementation	1,687,840	1,763,000	3,550,840
Maintenance	1,239,586	2,881,530	4,121,116
Contingences	252,100	230,120	482,220
Total	\$4,012,865	\$6,481,530	\$10,394,395

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In anticipation of the expanded use of the Accela system, the existing Accela contract provides for enterprise pricing at a discounted rate for a limited period. County Counsel and the DPW have negotiated an amended contract with payment assigned to fixed price deliverables similar to the current agreement. The new amendment includes new requirements passed by the Board of Supervisors since the last signed agreement and includes Los Angeles County Code Chapter 2.203 (Contractor Employee Jury Service Program and the provision providing no payment for services following expiration/termination of agreement).

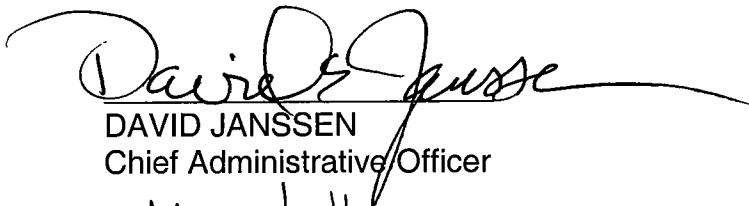
IMPACT ON CURRENT PROJECT

Bringing DRP, Fire and OEH into the DPW project will require a more thorough design phase and implementation process. The design phase will integrate the enterprise business functionality for DPW's land and building related permitting services with the other three departments. A key part of the design phase will be the need to conduct a business process review and fit gap analysis for the three departments current business processes as they relate to the interface to DPW. That interface will impact and require an adjustment in DPW's current implementation schedule. However, bringing the three departments into the project now will ensure a higher degree of integration during the design and development of the eDAPTS system.

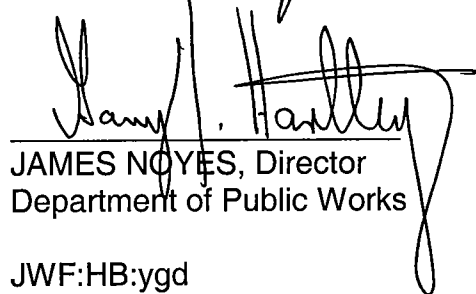
CONCLUSION

We request your Board authorize the expenditure of \$3,600,000 from the Information Technology Fund for an amendment to the DPW agreement with Accela, Inc. to expand the eDAPTS project to include the purchase and implementation services of the Accela development, permitting and inspection tracking system for DRP, Fire and OEH, and fund the necessary upgrade of computer hardware/software required to operate the expanded eDAPTS application. The amended agreement will be submitted in triplicate. Please have the Chair sign all three copies of the amendment. Please retain one copy for your files and return the other two copies to the Department of Public Works. The DPW will retain one copy of the agreement for its records and provide the other to the vendor.

Respectfully submitted,

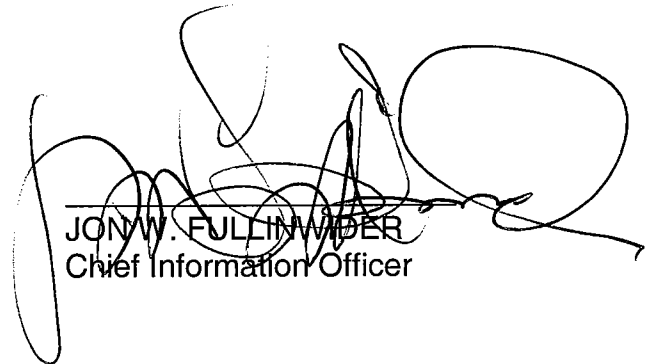


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eDAPTS Steering Committee